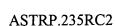
PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Charles D. Lanier, et al.) Group Art Unit 2762
Appl. No.	: 09/375,867)
Filed	: August 17, 1999	RECEIVED
For	: INTELLIGENT HELP SYSTEM	DEC 0 5 2000
Examiner	: Michael Pender	Technology Center 2100

SUPPLEMENTAL REISSUE DECLARATION UNDER 37 C.F.R. § 1.175(B)(1)

As a below named inventor, I hereby declare and state as follows:

INTRODUCTION

- 1. My residence, post office address and citizenship are as stated below next to my name.
- 2. On information and belief, I am an original, first and joint inventor of the subject matter that is described as U.S. Patent Application No. 09/375,867, entitled "Intelligent Help System", filed on August 17, 1999, for which invention I solicit a reissue application.
- 3. I acknowledge the duty to disclose information that is material to the examination in accordance with 37 C.F.R. § 1.56.
- 4. On information and belief, the original patent is wholly or partly inoperative or invalid because of certain errors made without deceptive intent, due to inadvertence and mistake, by virtue of the patent claiming less that I had a right to claim.

Appl. No.

09/375,867

Filed

: August 17, 1999

5. Every error in U.S. Patent No. 5,103,498 which was corrected in the present application, and reissue U.S. Application Nos. 08/223,620 and 08/724,947, from which the present application claims priority, and is not covered by a prior declaration submitted in the present reissue application or in the reissue applications from which the present application claims priority, arose without any deceptive intent on the part of the applicant.

STATEMENT PURSUANT TO 37 C.F.R.§ 1.68

6. I declare that the statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful, false statements and the lie so made, are punishable by fine, imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful, false statements may jeopardize the validity of the application or patent issuing therefrom.

Appl. No. : 09/375,867 Filed : August 17, 1999					
Name of First Inventor: Charles D. Lanier					
Inventor's Signature:					
Date: 11/15/60					
Country of Citizenship: U.S.A.					
Residence: 3 Rockrose Court, Coto De Caza, California 92679					
Post Office Box: Same as above.					
Name of Second Inventor: Richard J. Wolf					
Inventor's Signature:					
Date:					
Country of Citizenship: U.S.A.					
Residence: 20629 Highland Lake Loop, Leander, Texas 78645					
Post Office Box: Same as above.					
Name of Third Inventor: Leticia Villegas Batner					
Inventor's Signature:					
Date:					
Country of Citizenship: U.S.A.					
Residence: 2475 East Desert Willow Drive, Phoenix, Arizona 85048					
Post Office Box: Same as above.					
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

		Technology Center 2100
Examiner	: Michael Pender	DEC 0 5 2000
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Appl. No. : 09/375,867 Filed : August 17, 1999
Name of First Inventor: Charles D. Lanier
Inventor's Signature:
Date:
Country of Citizenship: U.S.A.
Residence: 3 Rockrose Court, Coto De Caza, California 92679
Post Office Box: Same as above.
Name of Second Inventor: Richard J. Wolf
Inventor's Signature:
Date:
Country of Citizenship: U.S.A.
Residence: 20629 Highland Lake Loop, Leander, Texas 78645
Post Office Box: Same as above.
Name of Third Inventor: Leticia Villegas Butner Inventor's Signature: Leticia Villegas Butner Date: Oct 20, 2000
Country of Citizenship: U.S.A.
Residence: 2475 East Desert Willow Drive, Phoenix, Arizona 85048
Post Office Box: Same as above.

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Appl. No. : 09/3/5,86/ Filed : August 17, 1999
Name of First Inventor: Charles D. Lanier
Inventor's Signature:
Date:
Country of Citizenship: U.S.A.
Residence: 3 Rockrose Court, Coto De Caza, California 92679
Post Office Box: Same as above.
Name of Second Inventor: Richard J. Wolf
Inventor's Signature: Richard & Wolf
Inventor's Signature: Richard & Wolf Date: September 5, 2000
Country of Citizenship: U.S.A.
Residence: 20629 Highland Lake Loop, Leander, Texas 78645
Post Office Box: Same as above.
Name of Third Inventor: Leticia Villegas Batner
Inventor's Signature:
Date:
Country of Citizenship: U.S.A.
Residence: 2475 East Desert Willow Drive, Phoenix, Arizona 85048
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